Whether recently assigned to the role of healthcare manager or a seasoned veteran, it is essential to continually step back to assess your knowledge of management practice, and how well your critical thinking, problem solving, decision-making, and communication skills are keeping pace with the rapidly changing and challenging healthcare environment.

For those of you who attended the first program in the leadership development series—*Clinical Staff to Healthcare Management: Starting the Transition* in February, and all healthcare managers who want to improve their skills and learn practical techniques, please join this session. With a focus on leading change initiatives, building team cohesiveness, coaching healthcare employees for better performance, and using time management strategies, this practical and interactive session will help you manage both the people and business components of your job more effectively.

Sarah Campbell Arnett, MA, NCC, BC-DMT, returns at member request to present this highly interactive, healthcare management development virtual program.

This educational activity is jointly provided by AXIS Medical Education and the Connecticut Hospital Association.

This program is administered through CHA’s education affiliate.

Virtual Program:
9:00 a.m. - 11:00 a.m.

Presenter:
Sarah Campbell Arnett, MA, NCC, BC-DMT, Certified Coach, has worked in healthcare for almost 25 years. She is certified as a corporate coach through CoachU. Ms. Arnett most recently worked as a Manager of Change at Cone Health in Greensboro, North Carolina. She facilitates executive leadership training and coaching for teams and individuals. She specializes in leadership and team development and conflict resolution.

Registration:
$125 per employee of CHA Member organizations
$175 per employee of CHA non-member organizations
At the conclusion of this virtual program, participants will be able to:

- Recognize the skills needed for critical thinking and effective problem solving in healthcare.
- Explore conflict scenarios new healthcare managers face and strategies for addressing them.
- Discuss the fundamentals of coaching social workers and nurses, as distinct from managing clinical performance.
- Explore techniques for effective time management that can be implemented in a healthcare setting.

ACCREDITED CONTINUING EDUCATION

Accreditation Statement
In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and the Connecticut Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing
AXIS Medical Education designates this continuing nursing education activity for 2.0 contact hour. Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Social Workers
As a jointly accredited organization, AXIS Medical Education is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. AXIS Medical Education maintains responsibility for this course. Social workers completing this course receive 2.0 continuing education credit.

AXIS Contact Information
For information about the accreditation of this program, please contact AXIS at info@axismeded.org.

Requirements for credit:
- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 p.m. ET on APRIL 13, 2023. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.
**Disclosure of Conflicts of Interest**

AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, reviewers, and other individuals who are in a position to control the content of this activity to disclose all real or apparent conflicts of interest they may have with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant conflicts of interest are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant conflicts of interest disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The **faculty** reported the following relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

<table>
<thead>
<tr>
<th>Name of Faculty or Presenter</th>
<th>Reported Financial Relationship</th>
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</thead>
<tbody>
<tr>
<td>Sarah Arnett</td>
<td>Nothing to disclose</td>
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</table>

The **directors, planners, managers, and reviewers** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

<table>
<thead>
<tr>
<th>Name of Planner/Manager/Reviewer</th>
<th>Reported Financial Relationship</th>
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<tr>
<td>Christine Prestiano, MS</td>
<td>Nothing to disclose</td>
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<tr>
<td>Dee Morgillo, MEd., MT(ASCP), CHCP</td>
<td>Nothing to disclose</td>
</tr>
<tr>
<td>Holly M. Hampe, DSc., RN, MHA, MRM, CPHQ</td>
<td>Nothing to disclose</td>
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</tbody>
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**Disclaimer**

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

For additional information, contact CHA Education Services at 203-294-7263 or educationservices@chime.org.